

MULTI-YEAR ACCESSIBILITY PLAN

The Company is committed to the development and preservation of a multi-year policy and accessibility plan for ADESA Auctions Canada Corporation and its relevant subsidiaries and affiliates ("Company") to prevent and remove barriers for persons with disabilities. The plan will meet the needs of customers and employees with disabilities.

Through its multi-year accessibility plan, the Company will demonstrate its plan to meet its accessibility requirements, address any current accessibility barriers, and prevent and remove future barriers as required by the Accessibility for Ontarians with Disabilities Act and its Integrated Accessibility Standards.

Requirements	Planned Actions	IASR Compliance	Completion Date
Customer Service & General Standards			
Accessibility policies, practices and procedures	Company will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR	Jan 1 2014	Jan 1 2014
Multi-Year Accessibility Plan	Company will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA, and will update the plan at least once every five years Alternate formats of this accessibility plan are available upon request	Jan 1 2014	Jan 1 2014 and ongoing
Self-Service Kiosk	Company will implement a process for making features of the self-service kiosks, if applicable	Jan 1 2014	Jan 1 2014
Accessible Websites	Company will meet the specifications of WCAG 2.0 A, if applicable	Jan 1 2014	Jan 1 2014
Feedback	Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	Jan 1 2015	Jan 1 2015 and ongoing

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Accessible Format and Communication Supports	Company will review the communication needs of people with visual hearing, learning, and the barriers to communication. Develop a process for customers to request and be provided with information and communication in an accessible format.	Jan 1 2016	Jan 1 2016 and ongoing
Employment	Company will promote employment opportunities for the designated groups including persons with disabilities.	Jan 1 2016	Jan 1 2016 and ongoing
Information and Communication Standards			
Workplace Emergency Procedures, Plans,	Company will: Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities Upon request, provide the information in an accessible format	Jan 1 2012	Jan 1 2012
Accessibility policies, practices and procedures	Company will: Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved. Will post in a visible place. Upon request, provide in an alternative format	Jan 1 2014	Jan 1 2014
Multi-year plan	Company will: Assess barriers to information and communications systems/platforms.	Jan 1 2014	Jan 1 2014 and ongoing

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	Create documents in a structured electronic format to allow for easier conversion to accessible formats.		
Taking a person's disability into account when communication or providing information in accessible formats and communication supports	Company will: Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist. Have a process in place for customers to request and be provided with information and communication in an accessible format. -Post in a conspicuous place on the premises.	Jan 1 2016	Jan 1 2016 and ongoing
Feedback	Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	Jan 1 2015	Jan 1 2015 and ongoing
Accessible websites and web content	Company will: Develop a web accessibility business case to obtain a budget and resources. Train in-house IT and the people who will use the software to make the website accessible. Launch accessible website and monitor for accessibility and compliance with the guidelines and the law.	Jan 1 2021 All internet websites and web content must conform with WCAG 2.0 LevelAA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Prerecorded)	Jan 1 2021

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Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on website accessibility.		Ongoing
Employment Standards			
Workplace emergency response information	Company will: Provide individualized workplace emergency response information to employees who have disclosed a disability. With employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. Individualized workplace emergency response information will be reviewed when changes occurs with employee (change in work location, position, accommodation changes)	Jan 1 2012	Jan 1 2012 and ongoing
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	None	Ongoing
Recruitment	Company will: Promote employment opportunities for the designated groups, including persons with disabilities On job advertisements, specify that accommodation is available for job applicants with disabilities Inform candidates of accommodation: when called for interview, during the selection process, at time of job offer and at orientation	Jan 1 2016	Jan 1 2016 and ongoing
Support information for employees	Company will: Inform employees of policies and supports for employees with disabilities as soon as	Jan 1 2016	Jan 1 2016

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	practicable during the onboarding process.		
Accessible formats and communication	Upon request by an employee with disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request	Jan 1 2016	Jan 1 2016 and ongoing
Documented individualized plans	Company will: Develop a written process for developing individual accommodation plans Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return	Jan 1 2016	Jan 1 2016 and ongoing
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	None	Ongoing
Performance assessment, career development, advancement , and redeployment	Company will take into account the accessibility needs	Jan 1 2016	Jan 1 2016 and ongoing
Training	Company will: Provide training in respect of any changes to the policies described in the employment standard section of the Regulation	Ongoing	Ongoing
Built Environment Standards			
Built Environment: Design of Public Spaces	The Company will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or spaces obtained. Public Spaces may include: Service-related elements like service counters, fixed queuing guides and waiting areas We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.	January 1, 2017	Jan 1 2017 and ongoing

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FEEDBACK AND QUESTIONS

In order to properly assess the needs of people with disabilities, the Company has created a feedback process. We welcome comments, questions, or concerns from individuals on how effectively we are accommodating people with disabilities and our commitment to providing accessible goods and services.

Receiving Feedback:

Feedback may be provided in person, in writing, by email to accessibilityfeedbackquestions@openlane.com, by phone to 647-964-5442, by another method, or by mail addressed to:

OPENLANE % Human Resources
1717 Burton Road
Vars, ON
K0A 3H0

Responding to Feedback or Complaints:

The Company will address complaints that arise through the feedback process in a timely manner.

Accessible formats of this document are available upon request.

Last updated July 15, 2026

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the [Integrated Accessibility Standards Regulation \(IASR\)](#) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the [IASR](#), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Business or Non-profit	20-49 employees	2023

Business details

Organization legal name *	Number of employees in Ontario * Help
Autovin Canada Inc	23

Business number (BN9) * [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

[867742207](#)

☒ Check if operating/business name is same as legal name

Organization operating/business name

[Autovin Canada Inc](#)

Sector that best describes your organization's principal business activity *

[81 - Other services \(except public administration\)](#)

[Help](#)

Subsector (if possible)

Industry group (if possible)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address * ☒ Street address ☐ Street address served by route ☐ Other

Unit number	Street number *	Street name *
600	370	King Street W
Street type	Street direction	City *
		Toronto
		Province *
		ON (Ontario)

Postal code (e.g. A1A 1A1) *

[M5V 1J9](#)

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☒ Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

☒ Canada ☐ USA ☐ International

Type of address * ☒ Street address ☐ Street address served by route ☐ Other

Unit number 600	Street number * 370	Street name * King Street W		
Street type	Street direction	City * Toronto	Province * ON (Ontario)	
Postal code (e.g. A1A 1A1) * M5V 1J9				

Organization category [Business or Non-profit](#)

Number of employees range [20-49](#)

Filing organization legal name [Autovin Canada Inc](#)

Filing organization business number (BN9) [867742207](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☒ I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * [2023-12-29](#)

Certifier information

Last name *		First name *	
Bouchard		Chantal	
Position title *	Business phone number *	Extension	☐ Check here if TTY
Director	647-964-5442		
Email *	Alternate phone number	Extension	Fax number
chantal.bouchard@openlane.com			

Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

Last name *	First name *
Bouchard	Chantal

Position title * Director	Business phone number * 647-964-5442	Extension	☐ Check here if TTY	
Email * chantal.bouchard@openlane.com	Alternate phone number	Extension	Fax number	

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Customer Service

1. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? *
- ☒ Yes ☐ No

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 1](#)

- 1.a. Does the training include all of the following: *
- ☒ Yes ☐ No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 1.a](#)

Comments for
question 1.a

2. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? * ☒ Yes ☐ No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.48 \(1\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 2](#)

- 2.a. Does the notice of the disruption include all of the following? * ☒ Yes ☐ No
- The reason for the disruption?
 - Its anticipated duration?
 - A description of available alternative facilities or services (if any)?

[Read O. Reg. 191/11, s. 80.48 \(2\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 2.a](#)

Comments for
question 2.a

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3. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? * ☒ Yes ☐ No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 3](#)

- 3.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: * ☒ Yes ☐ No
- Consult with the person with a disability?
 - Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
 - Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 3.a](#)

Comments for
question 3.a

Organization category [Business or Non-profit](#)

Number of employees range [20-49](#)

Filing organization legal name [Autovin Canada Inc](#)

Filing organization business number (BN9) [867742207](#)

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards. **Your organization may be audited to verify compliance.**